



United States Army Reserve Personnel Command

Personnel Actions and Services
Directorate

Evaluations Support Branch

IMA Personnel Conference

29 October 2002

Taking e-Care of Soldiers



Evaluations Support Branch



- Agenda

- Evaluation's Support Branch Overview
- Interactive Voice Response System (IVR)
- 2xcitizen
- Challenges
- Officer Evaluation Reports Most Common Errors



Evaluations Support Branch



- Agenda (Continue)

- Points of Contact (POCS)
- Questions & Answers



Evaluations Support Branch



MISSION

**To assist in the identification and selection
of future**

**USAR leaders by providing timely and
accurate review of
Evaluation Reports.**



Evaluations Support Branch



PURPOSE

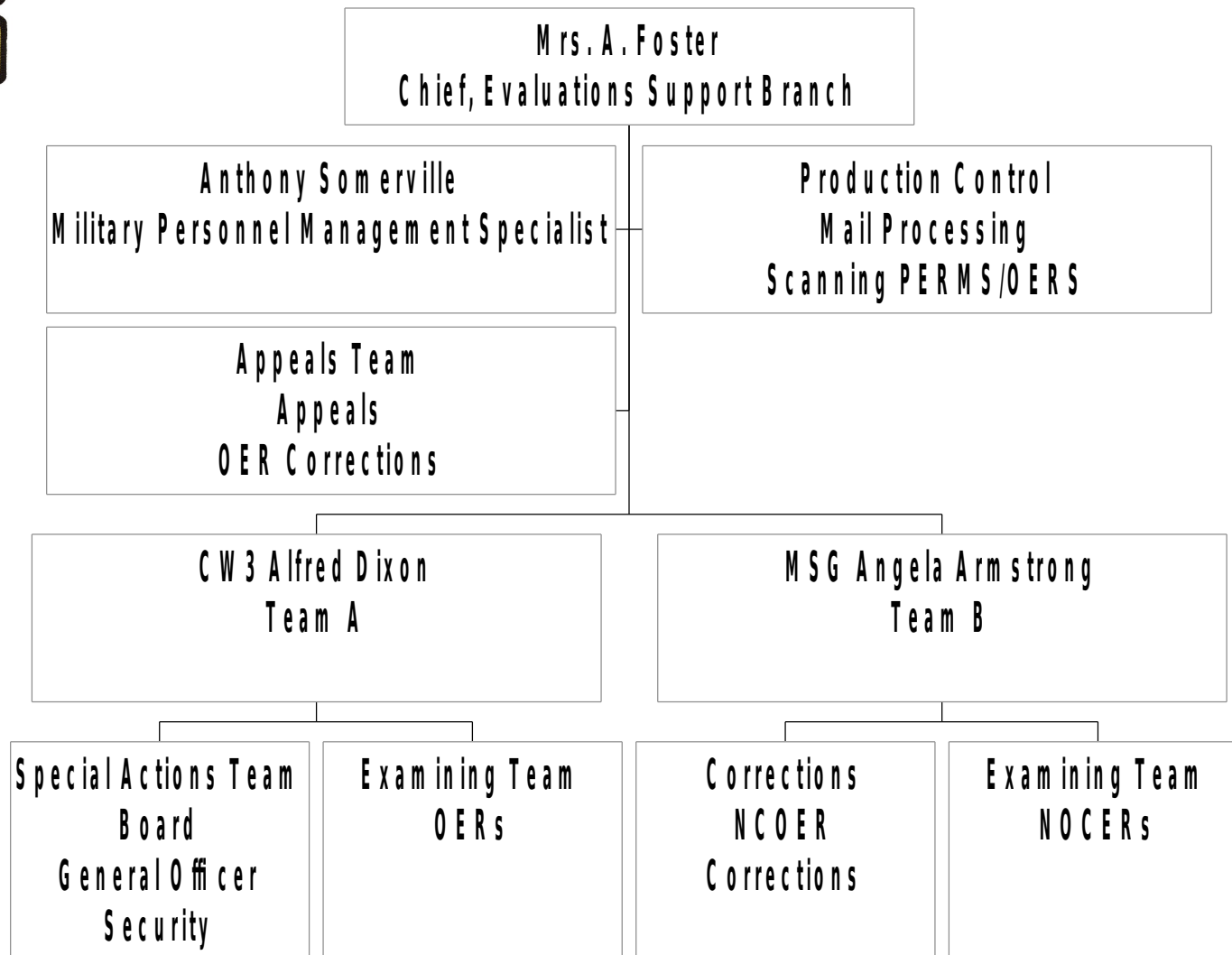
Serve as the executive agent for the Chief of the Army Reserve in processing all USAR evaluation reports and appeals.

Includes program management of the Officer Evaluation and

Noncommissioned Officer Evaluation Programs. We provide support to the Senior Rater Profile Manager.

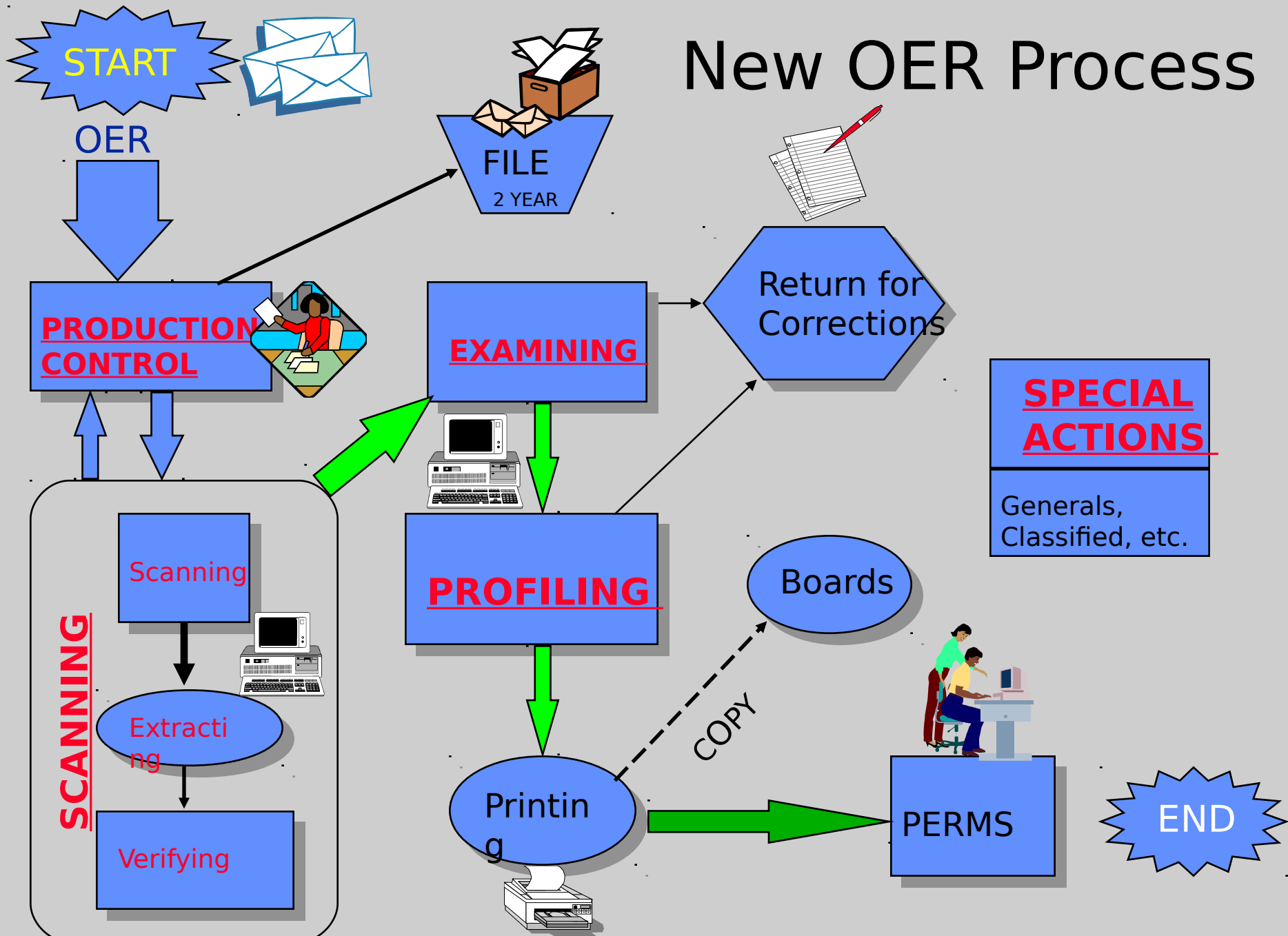


Evaluations Support Branch



Taking e-Care of Soldiers

CW3 Alfred C. Dixon , ARPC-PSV-E





Interactive Voice Response System (IVR)



- **Latest** Report Received
- **Start** Date
- **End** Date
- **Date** Received
- **Status**
- **Option** to speak with an analysts
- **800-648-5484**



www.2xcitizen.usar.army.mil



- Career Guidance
- Evaluation History
- Appeals Guide
- Evaluation Report Errors
- Senior Rater Profile (Only Sr Raters will have this option)
- Submit Questions



Evaluations Support Branch Challenges



- Reduce evaluation processing to 90 days upon receipt
- Provide continuous training to team employees to ensure consistency and accuracy of reporting processing
- Obtain team performance goals - process 250 OERs per day
- Provide quality customer service to internal and external customers
- Educate the field on proper preparation of evaluation reports



Evaluations Support Branch



OFFICER EVALUATIONS REPORTS MOST COMMON ERRORS



Most Common Errors



Part I

- Administrative Data
- Rank
- Period Covered
- Rated Months/Nonrated Codes
- UIC, Reserve Status i.e. AGR, TPU, IMA, IRR
- Given or forward to officer/date



Most Common Errors



Part II Authentication

- Rater/Senior Rater SSN
- Rater/Senior Rater/Rated Officer signature and dates
- Referred report



Most Common Errors



Part III Duty Description

- Principal Duty Title
- Duties and responsibilities



Most Common Errors



Part IV Performance Evaluation

- Box checks
- Leader attributes (1 of 3)
- Leader skills (2 of 4)
- Leader actions (3 of 9)
- APFT (Pass/Fail)(Month/Year)
- Junior Officer Development



Most Common Errors



Part V Performance and Potential

- Performance comments
- Potential for promotion comments (mandatory)
- Unique skills, i.e. author, linguists
- Potential Career Field (not currently required)



Most Common Errors



Part VII Senior Rater

- Senior Rater omits to comment on performance/
potential of the rated officer
- 3 future assignments missing
- Potential/promotion box checks missing



Most Common Errors



Part VIId 3 Future assignments

- Comments are mandatory
- Based on the rated officer's duty performance and demonstrated potential
- 3 future assignments for which the rated officer is best suited for in the next 3-5 years



Truth About ACOM



- Statistically improbable for anyone to have all ACOM
- COM is not the **Kiss of DEATH**, actually it's the norm
- BCOM (Retain) can be
- BCOM (Do not Retain) in most case is



Referred Reports

- Any report with a performance and potential evaluation in
Part Va of “**Unsatisfactory Performance**, **Do not Promote**” or Narrative comments to that effect from any rating official
- Any report with a performance and potential evaluation in
evaluation in Part Va of “Other”, where the required
explanation has derogatory information



Referred Reports



Any report with an entry of “**FAIL**” in Part Ivc,
or any entry
of “**NO**” indicating noncompliance with either
AR 350-15
or AR-600-9



Contacts

- Voice Response System (VRS) 1.800.684.5484
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- CW3 Alfred Dixon 314.592.0676
Noncommissioned Officer Team
- MSG Angela Armstrong 314.592.0377
Appeals Team
- Ms Carolyn Drazic 314.592.0567



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Note: AKO account need



Questions & Answers

